

2019-387-A

**Duke, Daphne**

**From:** Joli Kotkowski <jolik@andersincorporated.com>  
**Sent:** Wednesday, March 23, 2022 1:27 PM  
**To:** PSC\_Contact  
**Cc:** Campbell, Chad  
**Subject:** [External] FW: Customer Data Privacy Guidelines -Sliding Rock Water System, LLC  
**Attachments:** SKM\_C224e22032216080.pdf

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**From:** Joli Kotkowski  
**Sent:** Tuesday, March 22, 2022 4:09 PM  
**To:** contact@psc.sc.gov  
**Cc:** Anthony.Anders71@gmail.com  
**Subject:** Customer Data Privacy Guidelines -Sliding Rock Water System, LLC

Attached is a copy of our company Customer data privacy guidelines. If you need additional information please let me know.

Thanks,  
*Joli Parker*

Office Manager  
 Anders Inc DBA Busy Beaver  
 Greenville Pickens Roundtrac LLC  
 Anders Properties  
 Legacy Pines Golf Club LLC  
 Legacy Park of Mauldin  
 Sliding Rock Water System, LLC  
 The Rock at Jocassee, LLC  
**Phone:** (864)-294-1002  
**Fax:** (864)-294-1059

## *Sliding Rock Water System, LLC*

220 Kay Drive Easley, SC 29640

864-294-1002

### **Protection of Customer Data**

Sliding Rock Water System, LLC keeps all data is on our Quickbooks system, which only contains their name, phone number, email address and billing address if different from the service address. Our Quickbooks system is only on 1 computer and cannot be accessed by anyone outside of our office. The system is password protected. Sliding Rock Water System, LLC does keep copies of all payment checks mailed to our office. The copies of checks are stored in a locked filing cabinet.

#### 103-823.2 Protection of customer Data Section H. Public Utility Guidelines

(a) Customer Notice and Awareness-

Sliding Rock Water System, LLC is in the process of providing all current residents a copy of this letter. Customers will be notified on the water bill if they need additional copies. New customers will be provided a copy of this letter when they setup new service.

(b) Customer Choice and Consent-

Sliding Rock Water System, LLC doesn't share any customer information with a third party. If at some point in the future this policy was changed any then all customers would be notified and given 60 days to opt out of sharing this information.

(c) Customer Data Access-

Any customer needing access to any and all data held at Sliding Rock Water System, LLC can call and request a copy at any time during business hours 8:00 am-5:00 pm Monday-Friday. If a customer discloses or authorizes Sliding Rock Water System, LLC to disclose his or her customer data to a third party, Sliding Rock Water System, LLC shall not be responsible for the security of that data, or its use or misuse.

(d) Data Quality and Security Procedures and Measures-

All customer check copies are boxed up every year and stored in a locked secured room for 7 years. After 7 years the boxes are then opened and shredded by an employee of Sliding Rock Water System, LLC.

(e) Public Utility accountability and Auditing-

Sliding Rock Water System, LLC does not share any data with a third party! Any and all new employees are trained with these policies. If an employee is found giving any customer data to anyone outside of the company or the customer requesting a copy of his/her information, the employee will be removed from the company immediately.

- (f) Frequency of Notice to Customers-  
Going forward Sliding Rock Water System, LLC will notify customer on the water bill sent out in January, April, July, and October that a copy of this letter is available upon request.
- (g) Due Diligence Exercised by Utility When Sharing Customer Data with Third Parties-  
Sliding Rock Water System, LLC does not share any data with third parties.

If you have any questions regarding these policy's, please call us at 864-294-1002.

Thank you,

Sliding Rock Water System, LLC